



OFFICE OF THE HOPI PROSECUTOR
HOPI DOMESTIC VIOLENCE PROGRAM

ADMINISTRATIVE SECRETARY II

INTRODUCTION: This position is responsible for the efficient and effective performance of full-range, advanced level secretarial tasks, including effective public relations, office management detail work, scheduling appointments, screening calls and visitors, and independently handling routine correspondence and informal requests. This position also coordinates routine departmental administrative operations & clerical functions, and routine project activities, works with sensitive and confidential information & correspondences. This position may involve considerable public contact, and is FLSA non-exempt.

DUTIES: (The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive).

1. Politely greets visitors and telephone callers and ascertains their nature & purpose of contact; assists customers by providing information about the department including office functions & activities, office policies & procedures, office staff, etc.; when appropriate, responds to and resolves complaints & issues, referring more difficult & complex matters to supervisor or appropriate office person; and provides excellent customer service.
2. Receives, analyzes, logs-in and routes in-coming mail to appropriate staff, attaching necessary files or material in order to effect prompt response; responds to inquiries of routine general matter on behalf of the supervisor or office staff.
3. Maintains calendar of scheduled activities, i.e., appointments, meetings & various events; sets meetings and appointments for supervisor or office staff; reminds supervisor or staff persons of scheduled appointments, meetings, events & other activities.
4. Composes routine correspondence for review & signature by supervisor or staff person; types & proofreads a wide variety of reports, letters, memos, appointment notices, agenda, forms, statistical charts, etc.; verifies & reviews material for completeness & conformance with established regulations & procedures, applies applicable policies & procedures in determining completeness of records, applications and reports.
5. Responsible for proper/timely processing of requisitions for purchases, payroll timesheets, travel authorizations & related expense claims, or any other procedural forms required by the office; monitors renewal due dates for professional memberships, subscriptions, purchase agreements, professional service contracts, etc.
6. Establishes, organizes and maintains filing systems, tickler systems, tracking logs, cross-reference systems, etc.; responsible for proper filing & retrieval of documents pertinent to office operations & clientele; handles confidential & sensitive information/data in accordance with established policies & regulations.
7. Attends meetings, conferences, workshops, etc.; participates in planning of the meetings or events, assisting with making arrangements, i.e., preparing agenda packets & notices, scheduling events, securing facilities, acquiring needed supplies & materials, contacting targeted participants, etc.; records and takes minutes and transcribes meeting discussions as necessary, etc.

8. Operates a variety of office equipment, i.e., personal computer & printer, electronic calculators, telephone, fax machines, photo copiers, transcription equipment, etc.; computer operation includes required software applications such as word processing, data archiving, electronic messaging & scheduling, spreadsheets, desktop publishing, etc.; maintains good working condition of all equipment and maintains inventory of supplies & material (replenishes when necessary).
9. Assists supervisor and/or office staff with administrative projects, including researching from various sources; compiles & analyzes information/data; verifies & tabulates basic statistical data; organizes & maintains statistical information or other data in automated logs, data banks, spreadsheets or word processor; prepares a variety of statistical, financial, operational and special project reports and makes recommendations as appropriate.
10. Assists in the development and preparation of program budgets & budget amendments/modifications; prepares expenditure projections and develops cost estimates; maintains a cuff account system to track & monitor expenditures, posts transactions to the cuff account system each time a requisition is processed or invoice is paid; maintains and controls petty cash fund, etc.; provides weekly cuff account balance report to supervisor for review.
11. Assists the supervisor in coordinating and monitoring office functional activities and special projects; keeps supervisor informed of details affecting office management decisions; demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and works cooperatively & jointly with others to provide quality seamless customer services & assists in developing administrative operation policies & procedures; keeps informed of new organizational policies, procedures & practices, etc.
12. Adheres to the Hopi Domestic Violence Programs' confidentiality policies and procedures in maintaining the security of information pertinent to the women and children we serve.
13. Provides supervision to other clerical staff within the office in order to efficiently complete work projects; instructs & trains staff regarding work assignments, procedures, methods & techniques and monitors work in progress.
14. May serve as a representative of the supervisor in contact with other employees, officials, outside agency representatives, general public, etc.; issues instructions on behalf of the supervisor as delegated; makes oral presentations to Tribal Council, Budget Oversight Team and management in the absence of the supervisor; etc.
15. Performs other duties as assigned and authorized to meet program goals and objectives.

COMPLEXITY: The work includes various duties involving different and related processes and methods. The decision regarding what needs to be done depends upon the analysis of the subject, phase or issues involved in each assignment and the chosen course of action may have to be selected from alternatives.

SUPERVISION RECEIVED: The incumbent is under general supervision and line authority of the Domestic Violence Project Coordinator. The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignment. The supervisor provides additional, specific instruction for new, difficult or unusual assignments including suggested work methods or advice on source materials available. The incumbent uses initiative in carrying out recurring assignments independently without specific instruction referring deviations in the work to the supervisor for assistance. The supervisor assures that finished work and methods used are technically accurate and compliance with instructions or established procedures

PERSONAL CONTACTS: Contacts are with employees within/outside the immediate work area, victims and their families, local, federal and state court and law enforcement personnel, attorneys, social service agencies, villages, public & private sector businesses/organizations and the general public. The purpose of these contacts is to exchange factual information, coordinate work efforts, provide assistance and establish a network of resources

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS: The work is sedentary and performed in a standard office environment requiring normal safety precautions typical of office/meeting rooms and working around office machines/equipment. At times, work will extend beyond the normal eight (8) hour daily schedule. Travel on and off the reservation is required.

MINIMUM QUALIFICATIONS:

1. Required Education, Training, and Experience:

- A. Education : Associate's Degree in Secretarial Science, Administrative Informational Services or related field;

AND

- B. Experience : Three (3) years experience performing advanced level secretarial/administrative work;

OR

- C. Any equivalent combination of Education, Training and Experience, which demonstrates the ability to perform the duties of the position.

2. Required Knowledge, Skills and Abilities:

- A. Knowledge : Working knowledge of the principles, practices, methods and techniques of tribal governmental budgeting and accounting, including cuff accounting

Working knowledge of tribal governmental organization, administration and management practices, including program project coordination

Working knowledge of office, administration and fiscal management principles, practices and methods and automated filing systems; and applicable regulations governing archiving & proper maintenance of confidential information

Considerable knowledge of and skill in the use of business English, spelling & math; modern office machines & equipment; composition & formatting of letters, minutes, memos, forms, etc., with a high degree of proper usage of punctuation and grammar; establish complex filing, ticker and cross-reference systems

Excellent knowledge of customer service principles, practices and quality standards

Basic knowledge of domestic violence issues and resources

Basic knowledge of the Violence Against Women Act and Hopi Family Relations Ordinance

Working knowledge of research techniques, methods & procedures and data collection, analysis & organization

Excellent knowledge of modern office equipment & computers, practices and procedures, including electronic management application, i.e., Microsoft spreadsheets, database, communication, word processing, etc

- B. Skills : Excellent verbal and written communication skills in preparing correspondence, budget proposals, project status reports, agreements, Action Items, etc., and communicating with others

Excellent skill in operating basic office equipment, computers, printers and other modern office equipment and applicable software

Excellent human relations skills, including effective public relations and presentation methods & techniques

Excellent research and project coordination skills

Excellent skill in managing and organizing multiple projects

- C. Abilities : Ability to communicate with other employees, customers and the public in one-to-one setting or group-setting

Ability to operate a variety of office equipment, such as computers, printers, calculators, fax, copiers, etc., with efficiency & accuracy and to operate an automobile in the course of carrying functional responsibilities

Ability to work independently and exercise sound judgment and professionalism in carrying out assigned job functions; demonstrates ability to pay attention to detail, accuracy & timelines and exhibiting pride in results; to work effectively & efficiently under demanding & stressful situations and to adapt to changing situations

Ability to coordinate and handle a variety of administrative functional responsibilities & tasks, office operations, etc., interprets and makes decisions in accordance with laws, regulations and established policies

Ability to become thoroughly familiar with tribal & office mission, goals & objectives, operations, policies & procedures, rules & regulations and provide such information internal & external customers on as needed basis

Ability to deal professionally, effectively and courteously with the general public, potential clients, other employees, tribal officials, outside agency officials, outside organization representatives, etc

Ability to keep records and files in an accurate and organized fashion; to maintain the confidentiality of materials/documents; and to prepare accurate reports from such records as necessary

Ability to compose clear, understandable and grammatically correct correspondence on routine, sensitive or confidential matters and to prepare correspondence or reports from Dictaphone, copy and/or rough draft

Ability to analyze, interpret and report research findings and recommendations

Ability to explain technical budgetary problems in simple non-technical language

Ability to manage multiple projects/assignments simultaneously, meeting required deadlines

Ability to learn job-related material primarily through oral instructions and observation

Ability to maintain strict confidentiality of client information and records

Ability to establish and maintain positive professional working relationships with others

NECESSARY SPECIAL REQUIREMENTS:

1. Possess valid Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving Course.
2. Must have no misdemeanor convictions/charges for the past twelve (12) months.
3. Must undergo/pass a complete background investigation & fingerprinting required by the Hopi Tribe.

DESIRED REQUIREMENT:

1. Speak and understand the Hopi language.

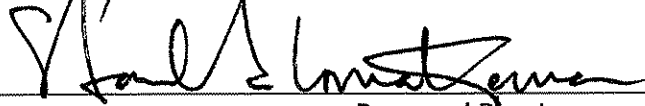
REVIEWED BY:



Department/Office Hiring Authority

1/27/04
Date

APPROVED BY:



Personnel Director

01/27/04
Date